

JOB DESCRIPTION

Adams County, Wisconsin

JOB TITLE: Veteran Service Officer

STATUS: Full-time-Exempt, Non-Represented (Grade 10)

DEPARTMENT: Veterans Service Office

SUPERVISOR: County Board of Supervisors

GENERAL DESCRIPTION:

The purpose of this position is to direct the County Veterans Service Office, supervise department employees and to provide accredited representation and advocacy services to military veterans and their dependents, in claims for state and federal veterans benefits, and assistance or referrals in claims for other services; promotes veterans services; coordinates office functions with other agencies and makes client referrals to various agencies; acts as the County Veterans Service Commission Executive Secretary. The work is performed under the direction of the Adams County Board.

JOB DUTIES:

The following duties are illustrative, and the person holding this position may be required to perform other duties of a similar nature or otherwise related to the position.

1. Investigates, informs and counsels veterans, their dependents and survivors regarding eligibility for various benefits, such as: insurance, death pensions, widows and orphans pensions, burial allowances, loans, educational assistance, disability compensation, grants, veteran's homes, death benefits, etc.
2. Interviews clients regarding their financial, social, military and/or psychological history and current status. Compiles personal information and assesses merits of benefit claims and applicability of information to claims.
3. Maintains knowledge of veterans issues, resources, programs, benefits and entitlements. Attends conferences, seminars and workshops.
4. Research and review state and federal laws, regulations, codes, court decisions and county reports of activities to ensure efficient operation.
5. Prepares monthly reports for the Health & Human Services Board on behalf of the County Board and presents reports to County Board, as required.
6. Plans, develops and administers annual budget, operational methods and procedures.

7. Serves as Executive Secretary to Veterans Service Commission.
8. Acts as a liaison between Federal, State and local agencies and those desiring assistance.
9. Arranges transportation to Veteran's Administration facilities for indigent and incapacitated County Veterans'.
10. Furnish information about veterans burial places within the County as required by Wis. Stats., § 45.62 (2).
11. Compiles data. Files and maintains records, reports and other documents. Maintains records. Purges files. Posts information. Process claims.
12. Supervising and coordinating all functions of the department.
13. Performs any other duties as required by Wis. Stats., § 45.80(5).

PUBLIC RELATIONS:

1. Establish and maintain an ongoing relationship with all veterans' service organizations in the County, visiting their meetings periodically. This is necessary to obtain and maintain their support and assistance in disseminating important information to veterans and making referrals.
2. Facilitate media information on a timely basis through radio, print and TV media for the widest possible dissemination of information.
3. Assist in organizing and participating in major and significant veteran's activities in the County, i.e. Memorial Day, July 4, Veterans Day or major functions of veteran's service organizations.
4. Conduct periodic information seminars, veteran's gatherings, etc., for exchange of information related to veterans' issues.
5. Establish and maintain a positive working relationship with the Adams County Board of Supervisors, State Legislators and members of the Wisconsin Congressional delegation.
6. Cultivate a positive working relationship with the Wisconsin Department of Veterans Affairs, VA Regional Office and VA Medical Center staffs to ensure a strong advocacy position for represented veterans.

REQUIRED QUALIFICATIONS:

1. Wisconsin resident who served on active duty under honorable conditions in the U.S. Armed Forces or in forces incorporated as part of the U.S. armed forces per Wis. Stats., § 45.80(1)(a). Must meet at least one of the conditions listed in Wis. Stats., § 45.01(12)(a) to (d) and at least one of the conditions listed in Wis. Stats., § 45.02(2).

2. Must have a minimum of an Associate degree in Human Services, Business Administration or similar discipline and five years experience in customer service and/or supervision; or any combination of education and experience that provides equivalent knowledge, skills and abilities.
3. Must have a compassionate, empathetic, open-minded approach to problem solving.
4. Valid Wisconsin motor vehicle operator's license required and maintain automobile liability insurance.
5. Must be willing to work outside normal office hours to maintain proficiency and program knowledge.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

1. Work indoors in a controlled environment (Office) and perform fieldwork as necessary.
2. Work normally performed from a sedentary position. Ability to function primarily in situations encountered in a normal office setting.
3. Activities include frequent verbal and written communication, utilizing phone systems and computer applications and frequently require the application of tact and understanding to resolve conflict or trouble-shoot problem situations.
4. Ability to operate a variety of office equipment such as computer terminal, fax machine, calculator, computer printer and photocopier.

Adams County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Approved by the Executive Committee this 8th day of June, 2009.